

AMENDMENT TRANSMITTAL LETTER (Large Entity)

Applicant(s): Dezonno

Docket No.

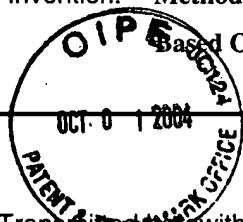
93766

Application No. 09/995,027	Filing Date November 27, 2001	Examiner B. Q. Bui	Customer No. 24628	Group Art Unit 2642	Confirmation No. 9621
-------------------------------	----------------------------------	-----------------------	-----------------------	------------------------	--------------------------

Invention: Method And System For Routing Transactions In An Automatic Call Distribution System

Based On Non-Voice Dialog Agent Skill Set

RECEIVED



COMMISSIONER FOR PATENTS:

OCT 06 2004

Transmittal herewith is an amendment in the above-identified application.

Technology Center 2600

The fee has been calculated and is transmitted as shown below.

CLAIMS AS AMENDED

	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE
TOTAL CLAIMS	38 -	39 =	0 x	\$18.00	\$0.00
INDEP. CLAIMS	6 -	6 =	0 x	\$86.00	\$0.00
Multiple Dependent Claims (check if applicable)		<input type="checkbox"/>			\$0.00
				TOTAL ADDITIONAL FEE FOR THIS AMENDMENT	\$0.00

- No additional fee is required for amendment.
- Please charge Deposit Account No. _____ in the amount of _____.
- A check in the amount of _____ to cover the filing fee is enclosed.
- The Director is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account 23-0920
- Any additional filing fees required under 37 C.F.R. 1.16.
 - Any patent application processing fees under 37 CFR 1.17.
- Payment by credit card. Form PTO-2038.

WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038.

Signature

Dated: September 28, 2004

Eric D. Cohen
Welsh & Katz, Ltd.
120 South Riverside Plaza
22nd Floor
Chicago, Illinois 60606

Registration No. 38,110

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to "Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450" [37 CFR 1.8(a)] on September 28, 2004.

(Date)

Signature of Person Mailing Correspondence

Eric D. Cohen, Registration No. 38,110

Typed or Printed Name of Person Mailing Correspondence

cc:

CERTIFICATE OF MAILING BY FIRST CLASS MAIL (37 CFR 1.8)

Applicant(s): Dezonno

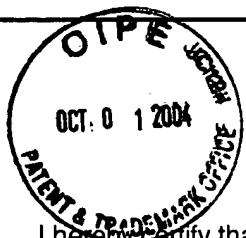
Docket No.

83766

Application No.
09/995,027Filing Date
November 27, 2001Examiner
B. Q. BuiCustomer No.
24628Group Art Unit
2642Invention: **Method And System For Routing Transactions In An Automatic Call Distribution System Based On Non-Voice Dialog Agent Skill Set****RECEIVED**

OCT 06 2004

Technology Center 2600

I hereby certify that this Amendment A

(Identify type of correspondence)

is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to "Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450" [37 CFR 1.8(a)] on September 28, 2004.

(Date)

Eric D. Cohen

(Typed or Printed Name of Person Mailing Correspondence)

A handwritten signature of Eric D. Cohen.

(Signature of Person Mailing Correspondence)

Note: Each paper must have its own certificate of mailing.

Amendment Transmittal Letter (Large Entity); Amendment "A" and Reply Pursuant to 37 C.F.R. §1.111; and Postcard.